

Important ODIN News...Important ODIN News...Important ODIN News...

New Delivery Order

ACS has been awarded the GSFC ODIN follow-on delivery order. The period of performance is October 1, 2002 through September 30, 2003. This new delivery order greatly improves services available to our Goddard customers. Some of the highlights include:

- 8 business hour (Premium) return to service is the standard instead of close of business next day
- Standardization on the mid-level (GP2) seat; entry-level (GP1) is no longer available
- Laptops will now come with a carrying case, modem, and NIC card
 - New options for laptops:
 - Docking station with monitor, keyboard, and mouse
 - Lightweight PC
 - Thin Macintosh laptop
- New Personal Data Assistant (PDA) seat
- Enhanced System Administrator (ESA) option – Dedicated System Administrator for your organization to support your ODIN services

New ODIN Website

ACS has rebuilt the ODIN Website (www.odingsfc.com) to comply with the accessibility guidelines under Section 508 of the Workforce Investment Act of 1998, which is an expansion of the Americans with Disabilities Act (ADA). The homepage has been redesigned to provide easier access to our services. It is now more user-friendly with links and centralization of information without overpopulating the homepage. If you have bookmarked the Website, please verify the Uniform Resource Locator (URL) is correct. Please take a moment to visit the site.

New ODIN Survey

The new delivery order also includes an improved breakout for customer satisfaction metrics. It provides for rating our services in five major categories. The categories are: IntelliCenter (help desk), desktop support, technology refresh, infrastructure/back-office support (which consists of web, USENET, email, and network), and the Catalog. If you have recently received ODIN services, you should begin to receive the new survey in the next day or two. It is also accessible through the ODIN Website (www.odingsfc.com) under the Customer Outreach section.

New ODIN Asset Management Tool

Have you ever accessed the Online Delivery Order (ODO) for information regarding your ODIN services? *Provance* is the new ODO tool for managing seats and assets. Provance's Web application (<http://www.odiniis.com/odo/default.asp>) will allow ODO Representatives the ability to perform seat management activities to meet the needs of the customer. It contains all of the ODIN services each Goddard customer has elected. Directions for accessing this new tool are provided on the Website above. Please take a moment to view your services (seat and user information).

We're In the Community to serve you better!

Customer Outreach representatives are making daily community visits to our customers. The visits are to ensure we are providing each customer the best service possible, to review your specific services, answer questions you may have, and to get to know each other better. We encourage invitations to attend your branch meetings, so please contact Sharon Helms at 301-306-2652, or Makneeka Moss at 301-306-2648 to schedule the meeting. We look forward to seeing you soon!!!



Mark your calendars; **ODIN Day** has been scheduled for **November 26, 2002**. Stay tuned for more detailed information in our upcoming Interchange newsletter.

If you have comments or questions regarding any of the information above, please contact the Customer Outreach Office at 301-306-2643.